GENESYS™

Gplus Adapter 8.0 for Siebel CRM Deployment Guide

Gplus Adapters 8.0.3

1/1/2022

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Supplement to Gplus Adapter for Siebel CRM Deployment Guide

Welcome to the Supplement to the Gplus Adapter 8.0 for Siebel CRM Deployment Guide. It provides descriptions of new features introduced in 8.0.3 release of this adapter and any other changes to deployment information that are not reflected in the PDF.

New In This Release

8.0.310

The following new features or functionality are included in this 8.0.310 release:

Feature	Affected Adapter Components
Synchronizing user passwords from Siebel to Genesys using Configuration Synchronization	Gplus Adapter for Siebel CRM Configuration Synchronization
Custom fields verification during campaign synchronization	Gplus Adapter for Siebel CRM Campaign Synchronization
Optimized search query while accessing Siebel business components	Gplus Adapter for Siebel CRM Campaign Synchronization
A new configuration option, **xml-dump-dir**, to control additional logging of XML messages	Gplus Adapter for Siebel CRM Campaign Synchronization
Support for SIP Cluster	Gplus Adapter for Siebel CRM Voice Component
Support for OpenJDK 8 or Oracle Java 8 Developer's Kit (JDK)	Gplus UCS Gateway Server for Siebel CRM
Support for Siebel CRM IP2017 and Siebel CRM 2018 **Note:** Siebel IP 2017 and IP 2018 are only supported by Gplus Adapter for Siebel CRM 8.5. See the 8.5 Deployment Guide for information."	All
Support for Windows Server 2016	All
Support for UTF-8 encoding	Supported by the following components: • Gplus Adapter for Siebel CRM, Multimedia Component • Gplus Adapter for Siebel CRM Voice Component • Gplus Adapter for Siebel CRM Media Routing Component • Gplus Communication Server for Siebel CRM

Feature	Affected Adapter Components
	• Gplus UCS Gateway Server for Siebel CRM
New options to control client connections	Added support for Gplus Communication Server for Siebel CRM and Gplus Adapter for Siebel CRM Configuration Synchronization

8.0.300

The following new features or functionality are included in this 8.0.300 release:

Feature	Affected Adapter Components
Support for Siebel version 16.0 (IP2016).	All
Support for Unresponsive Process Detection	All except of Gplus UCS Gateway for Siebel CRM
Support for SIP Preview Interaction	Gplus Adapter for Siebel CRM Voice
Support for Genesys Call Recording	Gplus Adapter for Siebel CRM Voice
Support for Sending Chat Transcript via Siebel-side E-Mail	Gplus Adapter for Siebel CRM Multimedia
Support for Campaign Templates	Gplus Adapter for Siebel CRM Campaign Synchronization
Support for TLS v1.1 and v1.2	All

New Features Deployment

Articles that describe new feature deployment can be one of two types: "New" and "Updated".

- Articles of the "New" type can be read and applied as independent section. All procedures in this section are complete sufficient and should not be integrated into any other procedures. Just follow the procedure as provided.

- Articles of the "Updated" type should be read and applied in parallel with corresponding PDF chapters. Procedures in these chapters may refer to legacy procedures and contain additional steps to them. Steps like "Doing step X of procedure Y do action Z" or "After the step X of procedure Y do sub-step Z" are possible there.

Released in Version	Feature Name	Article Type	Date Released
8.0.310	Synchronizing user passwords from Siebel to Genesys using Configuration Synchronization	New	December 19, 2018
	Transport Layer Security Support - new options for client connection control	Updated	

Released in Version	Feature Name	Article Type	Date Released
	Common Changes, Chapter 1: System Requirements section	Updated	
	Common Changes, Chapter 4, Deploying the Configuration Synchronization Component section	Added	
	Common Changes, Chapter 5, Deployment Guide Common Changes	Added	
8.0.300	Common changes to the Deployment Guide	Updated	December 15, 2016
	Sending Chat Transcript via Siebel-side Email	Updated	
	Genesys Call Recording Support	Updated	
	Unresponsive Process Detection Support	New	
	Campaign Templates Support	New	
	Transport Layer Security Support	New	
	SIP Preview Interaction Support	New	

Common Changes

The following information supplements or replaces information currently in the Gplus Adapter 8.0 for Siebel CRM Deployment Guide

Change history for 8.0.310:

- The Chapter 1 section was updated.
- The Chapter 4 section was added.
- The Chapter 5 section was added.

Chapter 1: System Requirements

Supported Siebel Versions

The following are now supported:

- The 8.0.310 version of the Gplus Adapter also supports Siebel CRM IP2017 and Siebel CRM 2018. (**Note:** Siebel IP 2017 and IP 2018 are only supported by Gplus Adapter for Siebel CRM 8.5. See the 8.5 Deployment Guide for information.)
- The 8.0.300 version of the Gplus Adapter also supports Siebel version 16.0 (IP2016) in Open UI mode. All Gplus Adapter components use Siebel-side resources from the IP2014 installation package directory.
- The 8.0.210 version of the Gplus Adapter also supports Siebel version 15.0 (IP2015) in both HI and Open UI modes. All Gplus Adapter components use Siebel-side resources from the IP2014 installation package directory.

Chapter 4: Deploying the Configuration Synchronization Component

XSLT and the filesystem

If XSLT is enabled for Configuration Synchronization Component, you must provide it with write-access permission to Configuration Synchronization Component's own working directory in the `filesystem`.

Chapter 5: Deploying the Campaign Synchronization Component

XSLT and the filesystem

If XSLT is enabled for Campaign Synchronization Server, you must provide it with write-access permission to Campaign Synchronization Server's own working directory in the `filesystem`.

Setting the Genesys Configuration Options for the Campaign Synchronization Server

In the 8.0.310 release, the following configuration option was added to control additional logging of XML messages:

xml-dump-dir
Section: xml
Default Value: empty string
Valid Values: any directory path (relative or absolute) allowed by the given operating system
Changes Take Effect: Immediately
Mandatory: No

Defines the directory where the application writes the contents of XML requests. The directory will contain three types of files: Input Original XML Request body, the XSL-Transformed XML body, and the XML Response body.

Important

Be aware of the following:

- The directory must exist before running the Adapter and requires write permissions.

- The Adapter does not clean the contents of the directory.

- If this functionality is enabled, it can affect the application performance.

Chapter 6. Deploying the Voice Component

The Voice Component Driver Commands and Events

Table 23: The Voice Component Driver Commands

The following lists additional Voice Component device command.

Name	Component/Feature	Description
ExtendACW	Voice	Extend (infinitely) an agent's After Call Work state

The Detailed Descriptions of the Device Commands

Table 28: The Basic Voice Feature Device Commands

The following lists additional Voice Component device commands.

ExtendACW	
Description	Extend (infinitely) an agent's After Call Work state
stringParam	Not used
datasetParam	Not used

Chapter 7: Deploying the UCS Gateway Server

Configuring the Tabs in the Properties Dialog Box

Additional sections, **HTTP** and **settings** were added to the Options tab. As a result, note the following changes or additions to the following sections.

Procedure: UCS Gateway Server: Configuring the tabs in the Properties dialog box, Step 18

In the Sections pane, the following sections are listed:

- log
- HTTP
- settings

Setting the Genesys Configuration Options for the UCS Gateway Server for Siebel CRM

A new **HTTP** section can be configured with the following options:

authentication
Default Value: `false`
Valid Values: `true, false`
Mandatory: No

Controls whether HTTP authentication in communication with clients is used. See Chapter 12, Deploying Basic HTTP Authentication of the Gplus Adapter 8.0 for Siebel CRM Deployment Guide for details.

- If set to `false`, authentication is not used.

- If set to `true`, authentication is used.

ssl-enabled
Default Value: `false`
Valid Values: `true, false`
Mandatory: No

Controls whether communication between the Adapter and the clients is secure.

- If set to `false`, communication is not secure.

- If set to `true`, communication is secure.

ssl-protocol
Default Value: TLS
Valid Values: Any non-empty valid SSL protocol name like SSL, SSLv2, SSLv3, TLS, TLSv1, TLSv1.1, TLSv1.2
Mandatory: No

Specifies the name of the requested Secure Socket layer (SSL) protocol, see the JVM documentation for details.

key-store-file
Default Value: No default value
Valid Values: Any valid path to the file
Mandatory: No

Specifies the pathname of the keystore file where you have stored the server certificate to be loaded.

Note: Consult the Java 2 Software Development Kit (SDK) documentation for the default keystore location if the **key-store-file** option is not specified, if it is empty, or if the specified keystore option does not exist.

key-store-pass
Default Value: No default value
Valid Values: Any valid keystore password
Mandatory: No

Specifies the password to the keystore.

client-auth
Default Value: false Valid Values: `true, false, want` Mandatory: No

Controls whether the client authentication is enabled.

- If set to `false`, it will not require a certificate chain unless the client requests a resource protected by a security constraint that uses CLIENT-CERT authentication.

- If set to `true`, the SSL stack will require a valid certificate chain from the client before accepting a

connection.

- If set to want, the SSL stack will request a client Certificate, but will not fail if one isn't presented.

Note: Consult the Apache Tomcat documentation for more details.

trust-store-file
Default Value: No default value
Valid Values: Any valid path to the file
Mandatory: No
Changes Take Effect: After restart

Specifies the trust store file to use to validate client certificates.

trust-store-pass
Default Value: No default value
Valid Values: Any valid **truststore** password
Mandatory: No

Specifies the password to access the trust store.

A new **settings** section can be configured with the following options:

ucs-request-timeout
Default Value: 90
Valid Values: any positive integers
Mandatory: No

Specifies request timeout in seconds for communication with UCS. If the option is not specified or specified with a value of less than 1, the default timeout (30 seconds) is applied.

Note: This request timeout should correlate with the HTTP request timeout configured on Siebel side for communication with UCSGateway (2 minutes by default).

Chapter 8: Deploying the Multimedia Component

Procedure: Multimedia Component: Deploying the Siebel repository file, browser scripts, web templates, and changing the Siebel Server configuration

The step #4 is replaced with:

4. Deploy (copy) the browser scripts from the <Browser script compilation folder>>, as set in Siebel Tools, to the corresponding Siebel Web Server extension folder:

- "<SWEApp>/public/<language_code>" - for Siebel prior to IP2016;
- "<SWEApp>/public" - for Siebel IP2016 and later.

Table 57. The Multimedia Component Configuration Parameters

The following lists additional Multimedia Component parameters associated with this table.

Configuration Parameter	Default Value	Required	Comments
InboundEmailActivityType	`Email - Inbound (MCR)`	Yes	Defines Activity Type for inbound Genesys email work items. Replaces the ServiceParam.ActionType and ServiceParam.ActionTypeInbound command data parameters. The value must represent the Language Independent Code of the LOV record.
OutboundEmailActivityType	`Email - Outbound (MCR)`	Yes	Defines Activity Type for outbound Genesys email work items. Replaces the ServiceParam.ActionType and ServiceParam.ActionTypeOutbound command data parameters. The value must represent the Language Independent Code of the LOV record.
ChatActivityType	`Text Chat`	Yes	Defines Activity Type for Genesys chat work items. Replaces the ServiceParam.ActionType command data parameter. The value must represent the Language Independent Code of the LOV record.
ActivityInitialStatus	`Not Started`	Yes	Defines Activity Status for the just created Genesys email or chat work items. Replaces the ServiceParam.ActionInitialStatus command data parameter. The value must

Configuration Parameter	Default Value	Required	Comments
			represent the Language Independent Code of the LOV record.
ActivityAcceptedStatus	In Progress	Yes	Defines Activity Status for accepted Genesys email or chat work items. Replaces the ServiceParam.ActionInitialStatus command data parameter. The value must represent the Language Independent Code of the LOV record.
ActivityFinalStatus	Completed	Yes	Defines Activity Status for completed Genesys email or chat work items. Replaces the ServiceParam.ActionFinalStatus command data parameter. The value must represent the Language Independent Code of the LOV record.
ActivityQueuedStatus	Queued	Yes	Defines Activity Status for queued Genesys email or chat work items. Replaces the ServiceParam.ActionQueuedStatus command data parameter. The value must represent the Language Independent Code of the LOV record.
ActivityCancelledStatus	Cancelled	Yes	Defines Activity Status for cancelled Genesys email or chat work items. Replaces the ServiceParam.ActionCancelledStatus command data parameter. The value must represent the Language Independent Code of the LOV record.
ChatTranscriptEmailTemplate	CHANGE_ME	No	Defines the Siebel Email

Configuration Parameter	Default Value	Required	Comments
			Template name to be used to create a Siebel email with a chat session transcript.

Synchronizing user passwords from Siebel to Genesys using Configuration Synchronization

The Configuration Synchronization component supports synchronizing user passwords from Siebel to Genesys.

Configuring Genesys

No special configuration is required.

Configuring Siebel

A new configuration option has been introduced on the Siebel side. A new user property field, **PasswordSynchronization**, was added to the "Genesys Config Synchronization" business service. The property supports the following values:

- **None** (default value): does not synchronize passwords
- **AgentLogin**: synchronizes **AgentPin** as a password of an Agent Login (Switch) object
- **Person**: synchronizes **AgentPin** as a password of a Person object
- **Both**: synchronizes **AgentPin** as a password of both the Agent Login and the Person objects

AgentPin is an agent CTI Login password. The figure below shows where the Adapter gets the value of **AgentPin**.
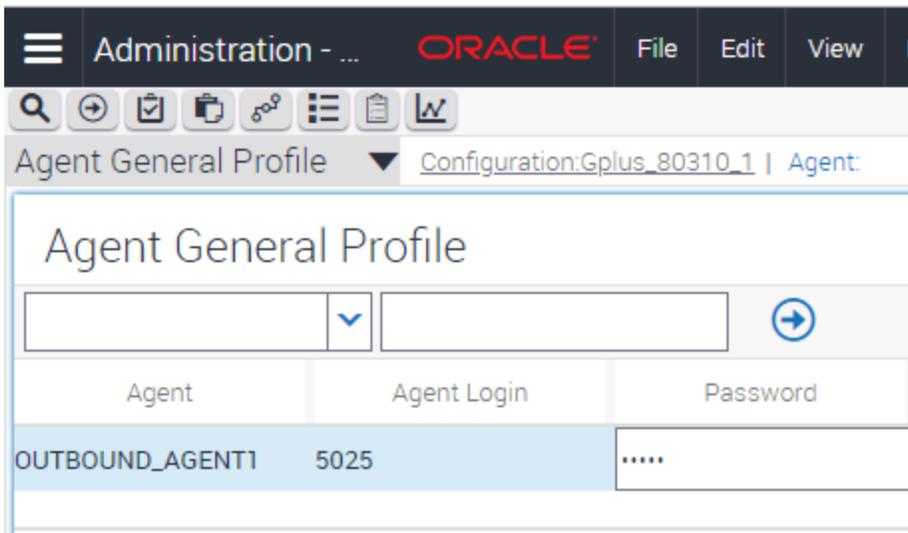
Security Considerations

Since passwords are transferred as unencrypted text, Genesys highly recommends that you use a
HTTPS connection between Siebel and Configuration Synchronization Server.

Sending Chat Transcript via Siebel-side Email

Genesys Chat solution already provides the option to send a chat session transcript to a client by email. Chat Server automatically manages this task on request from the agent side (agent desktop) during chat session finalization.

By sending the Genesys Chat Transcript via the Siebel-side Email feature, the Adapter allows a chat session transcript to be sent to a client from the Siebel side. As a result, it allows you to edit email content before sending. Both Genesys Email and Siebel Email solutions can be used for this purpose. Siebel Email Templates are also supported.

In addition, this feature supports sending the transcript current chat session(s) for those chat sessions previously concluded.

Deployment notes

Configure Multimedia Component

This feature is a part of the Gplus Adapter for Siebel CRM Multimedia component. To enable it, you must perform new configuration steps in addition to those explained in the **"Multimedia Component: Updating the Siebel repository file"** procedure, under in the **"Configuring Siebel Using the Siebel Tools"** section in the **Chapter 8 "Deploying the Multimedia Component"** of the Gplus Adapter 8.0 for Siebel CRM Deployment Guide.

When doing the **"Multimedia Component: Updating the Siebel repository file"** procedure, described in the **"Configuring Siebel Using the Siebel Tools"** section, do the following additional actions:

1. As part of *Step 8,*' make two more copies of chosen Action-related Siebel business component named:

   - *GHistory Action Chat"

   - "GHistory Action Email"

- As part of **Step 21,** merge conflicts for the "GHistory Action Chat" and "GHistory Action Email" business components according to the following tables: **"GHistory Action Chat"** business component objects and resolutions

Object Type	Object Name	Resolution
BC Attribute	INACTIVE	File
BC Attribute	NO_DELETE	File
BC Attribute	NO_INSERT	File
BC Attribute	NO_MERGE	File

Object Type	Object Name	Resolution
BC Attribute	NO_UPDATE	File
BC Attribute	SCRIPTED	File
Server Script	(declarations)	File
Server Script	BusComp_PreGetFieldValue	File
Server Script	BusComp_PreQuery	File
Server Script	buildTranscript	File
Server Script	xGetChatActivityType	File
Server Script	xGetProfileOrConfigParam	File
Field	Primary Contact Email Address	File
Field	TranscriptAsHTML	File
Field	TranscriptAsText	File

"GHistory Action Email" business component objects and resolutions

Object Type	Object Name	Resolution
BC Attribute	INACTIVE	File
BC Attribute	NO_DELETE	File
BC Attribute	NO_INSERT	File
BC Attribute	NO_MERGE	File
BC Attribute	NO_UPDATE	File
BC Attribute	SCRIPTED	File
Server Script	(declarations)	File
Server Script	BusComp_PreGetFieldValue	File
Server Script	BusComp_PreQuery	File
Server Script	xGetInboundEmalActivityType	File
Server Script	xGetOutboundEmalActivityType	File
Server Script	xGetProfileOrConfigParam	File
Field	Calculated Email Body	File
Field	Calculated Email Type	File
Field	Primary Contact Email Address	File

- After the **Step 25**, do the next two steps:

  1. **Step 25a:** For the "GHistory Action Chat" business components, set the Force Active field attribute to the checked state (or true in the Property window) for the following field:

     - "Call Id"

  2. **Step 25b:** For the "GHistory Action Email" business components, set the Force Active field attribute to the checked state (or true in the Property window) for the following fields:

     - "Call Id"
     - "Parent Activity Id"

Customize Communication Applet

If you plan to use Siebel Email for sending chat session transcripts, perform the following customization of the **"Send Communication Applet"** vanilla Siebel applet that is used for outbound emails. This automatically fills in addresses, subject and body with a chat session data. To do so, use the following procedure.

1. Start Siebel Tools.

2. Navigate to the "Project" folder of the Object Explorer.

3. Lock the "Comm Manager" project.

4. Navigate to the "Applet" folder of the Object Explorer.

5. Select the Send **Communication Applet.**

6. Right-click the applet and select **Edit Server Scripts.**

7. Add the call of the GplusLoadPredefinedFields() function into the predefined WebApplet_Load() function, as shown in the example here:

```
function WebApplet_Load ()
{
    GplusLoadPredefinedFields();
}
```

8. Add the following GplusLoadPredefinedFields() function:

```
function GplusLoadPredefinedFields()
{
    var EMAIL_TEMPLATE_PARAM = "ChatTranscriptEmailTemplate";

    var id  = TheApplication().GetSharedGlobal("GplusChat2Email_Id");
    if (id != null && id != "")
    {
        TheApplication().SetSharedGlobal("GplusChat2Email_Id","");

        var CHAT_BUSINESS_OBJECT    = "GHistoryChat";
        var CHAT_BUSINESS_COMPONENT = "GHistory Action Chat";
        var svc = null;
        var ips = null;
        var ops = null;
        var bo = null;
        var bc = null;
        try
        {
            ips = TheApplication().NewPropertySet();
            ops = TheApplication().NewPropertySet();
            svc = TheApplication().GetService("MCR Activity manager");

            ips.SetValue(EMAIL_TEMPLATE_PARAM);
            svc.InvokeMethod("GetProfileOrConfigParam",ips,ops);
            var emailTemplate = ops.GetValue();

            if (emailTemplate != null && emailTemplate !="" &&
    emailTemplate !="CHANGE_ME")
            {
                ips.Reset();
```

```
            ops.Reset();
            svc = TheApplication().GetService("Outbound Communications Manager");
            ips.SetProperty("CommTemplateName", emailTemplate);
            ips.SetProperty("SourceBusObj", CHAT_BUSINESS_OBJECT);
            ips.SetProperty("SourceId", id);
            try
            {
                svc.InvokeMethod("ExpandCommTemplate", ips, ops);
            }
            catch(e)
            {
                ops.SetProperty("ExpandedSubject","");
                ops.SetProperty("ExpandedText","Failed to expand Email Template
'"+emailTemplate+"'");
                ops.SetProperty("HTMLExpandedText","Failed to expand Email Template
'"+emailTemplate+"'");
            }
            var body = ops.GetProperty("ExpandedText");
            if (body==null || body=="")
                body = ops.GetProperty("HTMLExpandedText");

BusComp().SetFieldValue("Description",ops.GetProperty("ExpandedSubject"));
            BusComp().SetFieldValue("Display Email Body",body);
            BusComp().WriteRecord();
        }
        else
        {
            bo = TheApplication().GetBusObject(CHAT_BUSINESS_OBJECT);
            bc = bo.GetBusComp(CHAT_BUSINESS_COMPONENT);
            bc.ClearToQuery();
            bc.SetSearchSpec("Id",id);
            bc.ExecuteQuery(ForwardOnly);
            if (bc.FirstRecord())
            {

BusComp().SetFieldValue("Description",bc.GetFieldValue("Description"));
                BusComp().SetFieldValue("Display Email
Body",bc.GetFieldValue("TranscriptAsText"));
                BusComp().WriteRecord();
            }
        }
    }
    catch(ex)
    {
    }
    finally
    {
        svc = null;
        ips = null;
        ops = null;
        bc = null;
        bo = null;
    }
    }
}
```

9. Save changes to the applet.

Configuring the Siebel Email Template for chat transcript sending

This section describes how to configure the Siebel Email Template to form an outbound email with a

chat session transcript. If the Template is not configured, outbound email will be created with a chat session transcript only.

Note: The Siebel Email Template is applicable to both Siebel Email and Genesys Email.

To configure Email Template to be used for sending chat session transcript, use the following procedure.

1. Navigate to **Site Map > Administration - Communications > All Templates.**

2. Create a new record with the following parameters:

- Name: <TemplateName> (any you wish, for example, "Gplus Chat Transcript Text Template")

- Channel Type: email

- Status: active

- Language: <your language>

- Locale: <your locale>

- Description: <your description>

- Complete the template using "GHistoryChat" as the Object parameter value. The figure here provides an example.
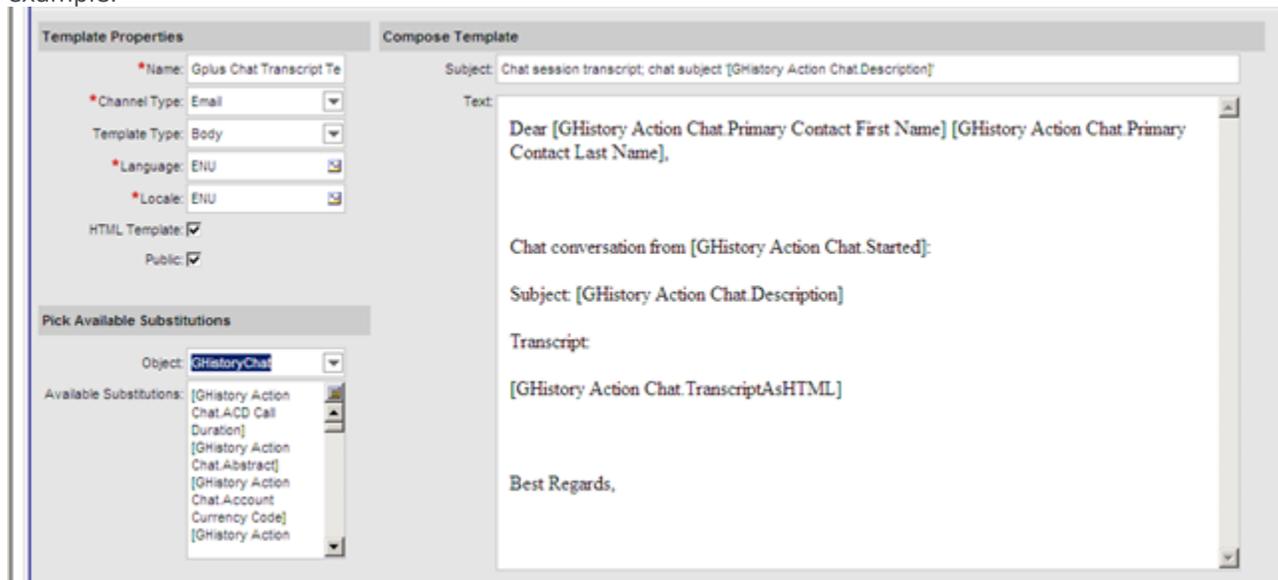
Figure 1: Siebel Email Template example.

The Special Chat session related fields are:

- [GHistory Action Chat.Description]: chat session subject

- [GHistory Action Chat.Primary Contact First Name]: client's first name

- [GHistory Action Chat.Primary Contact Last Name]: client's last name

- [GHistory Action Chat.TranscriptAsHTML]: chat session transcript in HTML format

- [GHistory Action Chat.TranscriptAsText]: chat session transcript in text format

- [GHistory Action Chat.Started]: Date and time when session was started

- [GHistory Action Chat.Due]: Date and time when session was finished

- Navigate to Site Map > Administration - Communications > All Configurations.

- Select the required configuration. If no configuration is created, create it as described in the "Multimedia Component: Creating a customized configuration file" procedure, section "Configuring Siebel Using the Siebel Web Client".

- Set the "ChatTranscriptEmailTemplate" configuration parameter with <TemplateName> from the Step #2.

Genesys Call Recording Support

The Call Recording feature enables agents to record calls. The Adapter supports the MSML-based mechanism, Dynamic mode. Agents can start, stop, pause, and resume a call recording.

The following new Device Commands are introduced:

- CallRecordingStart
- CallRecordingStop
- CallRecordingPause
- CallRecordingResume

The following new Device Events are introduced:

- EventCallRecordingOn
- EventCallRecordingOff
- EventCallRecordingPaused

Prerequisites

The MSML-based Call Recording solution must be configured in a Genesys environment. It includes SIP Server, GVP Resource Manager, and GVP Media Control Platform. See the SIP Server Deployment Guide for configuration details.

The Gplus Adapter for Siebel CRM Basic Voice feature must be deployed and configured according to the Gplus Adapter 8.0 for Siebel CRM Deployment Guide, Chapter 6, Deploying the Voice Component.

Chapter 6. Deploying the Voice Component

These sections provide additional device commands and events needed to support call recording and that supplements the tables in Chapter 6.

The Detailed Descriptions of the Device Commands

The Call Recording Device Commands

This section provides detailed descriptions of the Call Recording feature device commands.

CallRecordingStart			
Description	Starts Call Recording		
stringParam	Not used		
datasetParam	TrackingID	Optional	The work item TrackingID. If not defined, the internally maintained TrackingID is used.
	record	Optional	Specifies where to store recording files. Valid values: source (default) and destination. • source —The recording is initiated on the DN that sent the call to the Routing Point (customer) and continues as long as the customer remains on the call. • destination —The recording is initiated on the routing destination DN (agent) and continues as long as the agent remains on the call.
CallRecordingStop			
Description	Stops Call Recording		
stringParam	Not used		
datasetParam	TrackingID	Optional	The work item TrackingID. If not defined, the internally maintained TrackingID is used.
CallRecordingPause			
Description	Pauses Call Recording		
stringParam	Not used		
datasetParam	TrackingID	Optional	The work item TrackingID. If not defined, the internally maintained TrackingID is used.
CallRecordingResume			
Description	Resumes Call Recording		

CallRecordingStart			
stringParam	Not used		
datasetParam	TrackingID	Optional	The work item TrackingID. If not defined, the internally maintained TrackingID is used.

The Voice Component Device Events

The Call Recording Device Events

This section provides the detailed descriptions of the device events for the Call Recording feature. See table below.

EventCallRecordingOn	
Siebel CRM DeviceEvent Name	EventCallRecordingOn
Desktop Action	Displays a notification on the toolbar.
TEvent Name	EventAttachedDataChanged
Description	Indicates that Call Recording is on (that is, in progress). Generated either when the recording is started or resumed.
TrackingID	TrackingID of the work item.
Attributes	See the Gplus Adapter 8.0 for Siebel CRM Deployment Guide, Table 26, "The Parameters Used with the Device Events of the Voice Component," on page 308.
EventCallRecordingOff	
Siebel CRM DeviceEvent Name	EventCallRecordingOff
Desktop Action	Displays a notification on the toolbar.
TEvent Name	EventAttachedDataChanged
Description	Indicates that Call Recording is off.
TrackingID	TrackingID of the work item.
Attributes	See the Gplus Adapter 8.0 for Siebel CRM Deployment Guide, Table 26, "The Parameters Used with the Device Events of the Voice Component," on page 308.
EventCallRecordingPaused	
Siebel CRM DeviceEvent Name	EventCallRecordingPaused
Desktop Action	Displays a notification on the toolbar.
TEvent Name	EventAttachedDataChanged
Description	Indicates that Call Recording is paused.
TrackingID	TrackingID of the work item.
Attributes	See the Gplus Adapter 8.0 for Siebel CRM

EventCallRecordingOn	
	Deployment Guide, Table 26, "The Parameters Used with the Device Events of the Voice Component," on page 308.

Unresponsive Process Detection Support

The Genesys Management Layer relies on Local Control Agent (LCA) to monitor and control applications. You typically use an open connection between LCA and Genesys applications to determine which applications are running or stopped. However, if an application that has stopped responding still has a connection to LCA, then it could appear to be running correctly. This would prevent Management Layer from switching to a backup application or taking other actions to restore functionality.

Unresponsive process detection allows LCA to detect unresponsive Genesys applications by checking for regular heartbeat messages. When an unresponsive application is found, preconfigured actions can be taken, including triggering alarms or restarting the application.

If an application has multiple threads, the threads can be divided by several groups, called classes. A heartbeat period (the period of time a thread must send a heartbeat signal) can be configured for each thread class.

Prerequisites

The unresponsive process detection feature requires the following components:

- LCA version 8.0.200.04 or higher
- SCS version 8.1.100.14 or higher

Affected components

Gplus Adapter for Siebel CRM supports unresponsive process detection for the following components:

- Gplus Communication Server for Siebel CRM (**GenCommServer.exe** and **UniComm.dll** only; **GenCommDrv.dll** is out of scope because it is loaded by external application)
- Gplus Adapter for Siebel CRM Voice (**GenModel.dll**)
- Gplus Adapter for Siebel CRM Multimedia (**itx_scdrv.dll**)
- Gplus Media Routing for Siebel CRM (**GenOpenMediaServer.exe**)
- Gplus Adapter for Siebel CRM Campaign Synchronization (**GplusCampSynch.exe**)
- Gplus Adapter for Siebel CRM Configuration Synchronization (**GplusConfSynch.exe**)

Thread classes

The table lists the available thread classes for each component:

Component	Thread Class	Thread description
Gplus Communication Server for Siebel CRM Gplus Adapter for Siebel CRM Voice Gplus Adapter for Siebel CRM Multimedia (GenCommServer.exe)	0 (default)	Main thread
	10	Threads of request processing pool
	11	Threads of response processing pool
	12	Threads that process incoming connections
	20	Thread that process scheduled tasks (UniComm.dll)
	30	Thread that process communications (GenModel.dll)
	31	Thread(s) that process events (GenModel.dll)
	32	Thread(s) that implement timers (GenModel.dll)
	40	Event dispatcher thread (itx_scdrv.dll)
	41	Connections dispatcher thread (itx_scdrv.dll)
Gplus Media Routing for Siebel CRM Gplus Adapter for Siebel CRM Multimedia (GenOpenMediaServer.exe)	0 (default)	Main thread
	10	Thread of task processing pool
	40	Event dispatcher thread (itx_scdrv.dll)
	41	Connections dispatcher thread (itx_scdrv.dll)
Gplus Adapter for Siebel CRM Campaign Synchronization (GplusCampSynch.exe)	0 (default)	Main thread
	10	Thread that process tasks (pipeline)
Gplus Adapter for Siebel CRM Configuration Synchronization (GplusConfSynch.exe)	0 (default)	Main thread

Configuring Genesys

Prerequisite: All corresponding components of the Gplus Adapter for Siebel CRM must already be installed before configuring unresponsive process detection.

1. In Configuration Manager, right-click the required application object and select Properties.

2. Navigate to the **Annex** tab.

3. If no **sml** section available, create it.

4. In the **sml** section, create the following options listed below:
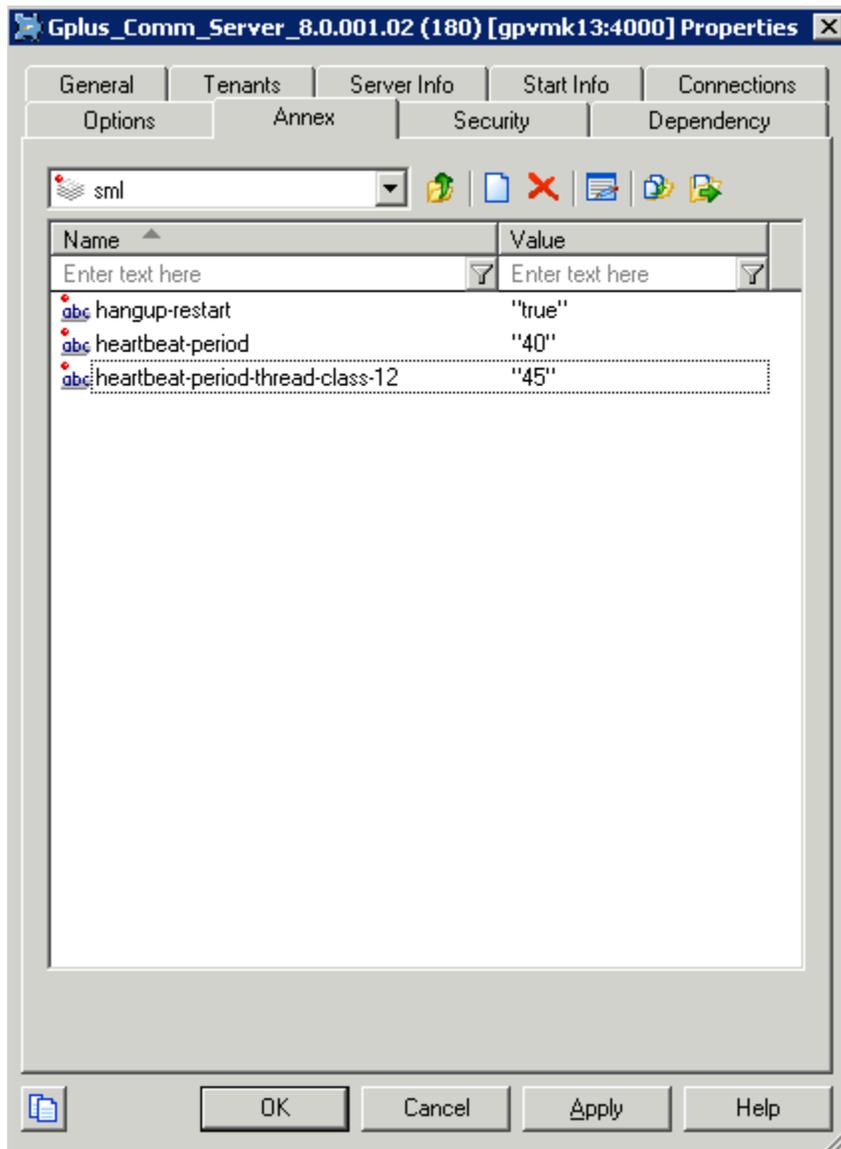
Figure 1. Configuring Unresponsive Process Detection

heartbeat-period

Default Value: 0
Valid Values: 0, 10-604800
Changes Take Effect: Immediately

Specifies the maximum amount of time, in seconds, in which heartbeat messages are expected from an application. If LCA does not receive a heartbeat message from the application within this period, it assumes the application is not responding and carries out a corrective action.

This option can also be used to specify the maximum heartbeat interval for threads registered with class zero (0). This thread class is reserved for use by the Management Layer only.

If this option is not configured or is set to zero (0), heartbeat detection is not used by this application.

heartbeat-period-thread-class-<n>

Default Value: 0
Valid Values: 0, 10-604800
Changes Take Effect: Immediately

Specifies the maximum amount of time, in seconds, in which heartbeat messages are expected from a thread of class <n> registered by an application. If a heartbeat message from the thread is not received within this period, the thread is assumed to be not responding, and therefore, the application is unable to provide service.

If this option is not configured or is set to zero (0), but the application has registered one or more threads of class <n>, the value specified by the value of heartbeat-period for the application will also be applied to these threads.

Thread class n should be taken from the 'Thread classes' table above.

Note: The value of the **heartbeat-period-thread-class-<n>** options must be greater than value of the **heartbeat-period** option.

hangup-restart

Default Value: true
Valid Values: true, false
Changes Take Effect: Immediately

Specifies whether LCA restarts the application.

- If set to true (the default), LCA restarts the unresponsive application immediately, without any further interaction from Solution Control Server.

- If set to false, LCA only generates a notification that the application has stopped responding. It does not restart the application.

Configuration recommendations

For general use, Genesys recommends that you set up the **heartbeat-period** option only. The **heartbeat-period-thread-class-<n>** options should be configured for practical necessity only.

Recommended values for the **heartbeat-period** option are the following per component:

Component	Recommended value
Gplus Communication Server for Siebel CRM Gplus Adapter for Siebel CRM Voice Gplus Adapter for Siebel CRM Multimedia (GenCommServer.exe)	RequestTimeout + 10 where RequestTimeout is a value of the same named application option from section "Settings" divided by 1000 (bring to seconds).
Gplus Media Routing for Siebel CRM Gplus Adapter for Siebel CRM Multimedia (GenOpenMediaServer.exe)	40

Component	Recommended value
Gplus Adapter for Siebel CRM Campaign Synchronization (GplusCampSynch.exe)	20
Gplus Adapter for Siebel CRM Configuration Synchronization (GplusConfSynch.exe)	20

Campaign Templates Support

This feature is a part of Gplus Adapter for Siebel CRM Campaign Synchronization Component.

The Campaign Templates feature allows you to create Campaigns in the Configuration Database based on a specified template. Unlike actual campaigns, you don't use these templates in Outbound Contact Server for dialing. You only use them to copy data while you are creating a new campaign.

Important! Campaign templates must be created before you start the synchronization process.

From a template Campaign, the following are copied to the new campaign:

- Campaign Group(s)
- Description
- Script
- Annex

Note: Calling Lists are not copied.

The Campaign Group name for the new Campaign follows the following convention "<campaign name>@<agent group name>", where <campaign name> is taken from synchronization request and <agent group name> is taken from the template campaign.

You can mark the template Campaign as disabled to avoid problems with real campaigns. New Campaigns will be created as enabled.

Configuring Genesys

To create a Template Campaign follow the Outbound Contact Solution instructions to create a regular Campaign (including Campaign Groups). That Campaign will not be used to dial calls; therefore for more convenience it can be disabled in Configuration Environment.

Configuring Siebel

To enable the Campaign Templates feature, for each campaign enter a template name in the following field:

Please note that the template name is case sensitive and the corresponding template campaign must be created in the Configuration Environment before the synchronization.

Transport Layer Security Support

Secured connections are supported by the following components:

- Gplus Media Routing for Siebel CRM (GenOpenMediaServer)

- Gplus Communication Server for Siebel CRM (GenCommServer, GenCommDrv)

- Gplus Adapter for Siebel CRM Configuration Synchronization (GplusConfSynch)

- Gplus Adapter for Siebel CRM Campaign Synchronization (GplusCampSynch)

- Gplus UCS Gateway for Siebel CRM

Note the following:

- UCS Gateway for Siebel CRM only supports one listening port per server, and specified as the default port in the Adapter application object.

- UCS Gateway for Siebel CRM supports a limited number of security settings. Those that are supported are listed in the *Configuring HTTPS for the Gplus UCS Gateway for Siebel CRM* section below.

- Secured connection configuration for GenOpenMediaServer, GenCommServer, GplusConfSynch, GplusCampSynch servers is performed according to common rules described in the Genesys Security Deployment Guide.

- Secured connection configuration for GenCommDrv is described in the Gplus Adapter 8.0 for Siebel CRM Deployment Guide: Chapter 3, Deploying the Communication Server for Siebel CRM, Configuring the GenCommDrv.ini File section.

- Secured connection configuration on Siebel side is described in Siebel Documentation.

- Secured connections for Gplus UCS Gateway for Siebel CRM are supported starting with 8.0.300 release and described in the next section.

Note: Genesys Security Pack 8.5.100.07 is the minimal required version to support TLS v1.1 and TLS v1.2.

Configuring HTTPS for the Gplus UCS Gateway for Siebel CRM

1. In Configuration Manager, right-click the corresponding Adapter's Application object on the Options tab, and select the HTTP section.

2. Configure the following options:

    1. Set the **ssl-enabled** option to `true`.

    2. Set the **ssl-protocol** option to the name of the requested SSL protocol.

    3. Set the **key-store-file** and **key-store-pass** options.

3. Set the **trust-store-file** and **trust-store-pass** options (if needed)

4. Set the **client-auth** option (if needed)

For more detailed information about security options see Chapter 7. Deploying the UCS Gateway Server, Setting the Genesys Configuration Options for the UCS Gateway Server for Siebel CRM in Common Changes.

Note: Java SE 7 is the minimum required version to support TLS v1.1 and TLS v1.2.

Configuring HTTPS for the G*plus* Communication Server for Siebel CRM

Three new options have been added to the **GenCommDrv.ini**. In addition to the options described in Chapter 3, Deploying the Communication Server for Siebel CRM, Configuring the **GenCommDrv.ini** file section of the Gplus Adapter 8.0 for Siebel CRM Deployment Guide.

- **SecProtocol**
- **CRL**
- **TlsTargetNameCheck**

These options correspond to the **sec-protocol**, **crl,** and **tls-target-name-check** options described in the Genesys Security Deployment Guide. See that guide for details.

Configuring HTTPS for the G*plus* Adapter for Siebel CRM Configuration Synchronization

Three new options have been added to the **[HTTP]** section in application object in Configuration Manager.

- **sec-protocol**
- **crl**
- **tls-target-name-check**

These options correspond to the **sec-protocol, crl,** and **tls-target-name-check** options described in the Genesys Security Deployment Guide. See that guide for details.

SIP Preview Interaction Support

The SIP Preview Interaction feature allows agents to preview inbound call information before receiving the call. So, an agent can decide whether to accept a call.

The feature is very similar to the Expert Contact feature but is now extended to support SIP Preview Interaction.

Prerequisites

SIP Server must be configured to support Preview Interaction. See the Framework 8.1 SIP Server Deployment Guide..

The Expert Contact feature must be deployed and configured. See the Gplus Adapter 8.0 for Siebel CRM Deployment Guide.

Configuring Genesys

No special actions are required.

Configuring Siebel

Once SIP Server is configured for Preview Interaction, set the `Service:HasKWProtocol` parameter in CTI configuration to TRUE to enable the feature in the adapter, as shown in the figure below.

Figure 1. CTI Configuration